

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	5	"customer service" same (product with defect)	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:34
L2	44	"customer service" same defect	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:34
L3	6	(defect with category) with question	US-PGPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/10/24 15:35
L4	0	"customer service" same (track with defects) with (category and question)	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L5	3	"customer service" same (track with defects)	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L6	1	"customer service" same (software with defect)	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L7	5	"customer service" same (product with defect)	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L8	44	"customer service" same defect	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L9	21104	"customer service"	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L10	3	((("5907800") or ("5822744") or ("5309355"))).PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L11	16	(questionnaire or survey) same (defect and category)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/10/24 15:37
L12	3	((("6604084") or ("6594799") or ("6640101"))).PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L13	3	((("7337126") or ("6754676") or ("6819988"))).PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L14	65543	"705".clas.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/10/24 15:37

L15	12	((("20020029154") or ("6952979") or ("6301574") or ("6865581") or ("6751650") or ("6826540") or ("20020184265") or ("20020007303") or ("20020119433") or ("20030088452") or ("20020120491") or ("5893098")).PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L16	18385	call near5 center	US-PGPUB; USPAT	OR	ON	2008/10/24 15:37
L17	1	("20050216797").PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L18	19	(defect with category) same question	US-PGPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/10/24 15:37
L19	6	(defect with category) with question	US-PGPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/10/24 15:37
L20	50	(US-20050216797-\$ or US-20010042112-\$ or US-20020016956-\$ or US-20030084434-\$ or US-20030195949-\$ or US-20040237068-\$ or US-20050044544-\$ or US-20060155737-\$ or US-20060218246-\$ or US-20060203993-\$ or US-20070162973-\$ or US-20040177002-\$).did. or (US-4245325-\$ or US-5765138-\$ or US-5845077-\$ or US-6049671-\$ or US-6073214-\$ or US-6256668-\$ or US-6327617-\$ or US-6760908-\$ or US-7149789-\$ or US-6002760-\$ or US-5802163-\$ or US-5825870-\$ or US-5864616-\$ or US-5943416-\$ or US-6021428-\$ or US-6118865-\$ or US-6175564-\$ or US-6292830-\$ or US-	US-PGPUB; USPAT	OR	ON	2008/10/24 15:37

		6377944-\$ or US- 6665395-\$ or US- 7127410-\$ or US- 7159237-\$ or US- 5790789-\$ or US- 4893727-\$ or US- 5502437-\$ or US- 5896535-\$).did. or (US- 5909575-\$ or US- 5991402-\$ or US- 6078900-\$ or US- 6115737-\$ or US- 6151643-\$ or US- 6182054-\$ or US- 6253193-\$ or US- 6363488-\$ or US- 6389402-\$ or US- 6427140-\$ or US- 7133834-\$ or US- 7222078-\$).did.				
L21	5	L20 and (general with comment)	US-PGPUB; USPAT	OR	ON	2008/10/24 15:37
L22	7	L20 and ((customer or consumer) same comment)	US-PGPUB; USPAT	OR	ON	2008/10/24 15:37
L23	9	((("20020194047") or ("7159237") or ("6604084") or ("20010047270") or ("5765138") or ("6970831") or ("7337214") or ("5873068") or ("5822744")).PN.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L24	12	(US-20020082892-\$ or US-20010047270-\$ or US-20020194047-\$ or US-20030061104-\$ or US-20070083472-\$).did. or (US-6785834-\$ or US-6169534-\$ or US-6970831-\$ or US-5822744-\$ or US-5893098-\$ or US-7337124-\$ or US-5873068-\$).did.	US-PGPUB; USPAT	OR	OFF	2008/10/24 15:37
L25	1	L24 and gap	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/10/24 15:37

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